

Serial No. 09/880,740  
Reply to Office Action of March 10, 2005

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims:**

1. (currently amended) A computer-implemented method for monitoring processing of and response to error alerts, the error alerts being created during package distribution on a computer network comprising a plurality of network devices linked by communication pathways and including information related to package distribution failure, the method comprising:

receiving an error alert;

processing the error alert to create a subset of error data from the failure information including an identification of an affected one of the network devices;

determining whether the error alert was generated due to an operating status of the identified network device or due to a fault in one of the communication pathways by remotely performing a diagnostic test on the identified network device;

based on the determining, performing diagnostics on the identified network device or the communication pathway that caused generation of the error alert;

[[and]]

creating a job ticket to initiate device or network service, wherein the job ticket includes at least a portion of the failure information from the error alert and information gathered in the diagnostics performing; and

quervyng a plurality of databases to determine the physical location of the affected device as well as a specific contact person in an appropriate maintenance department responsible for the affected device.

2. (original) The method of claim 1, wherein the determining includes running Packet Internet Groper (PING) on an IP address on a first side of the

Serial No. 09/880,740  
Reply to Office Action of March 10, 2005

identified network device and on an IP address on a second side of the identified network device.

3. (original) The method of claim 1, wherein the error alert was generated due to a fault in one of the communication pathways, and the method further including determining a last accessible IP address in the communication pathway, incrementing a fault count for the last accessible IP address, and determining whether the incremented fault count exceeds a threshold, wherein the job ticket creating is only performed when the threshold is exceeded.

4. (original) The method of claim 1, wherein the error alert was generated due to an operating status of the identified network device and wherein the diagnostics performing includes performing a series of device-oriented tests.

5. (original) The method of claim 4, wherein the job ticket creating is performed only when each of the series of device-oriented tests indicates the identified network device is faulting and wherein the series includes running Packet Internet Groper (PING) on the identified network device, running rtp on the identified network device, and running Traceroute software to analyze network connections to the identified network device.

6. (original) The method of claim 4, wherein the method further includes determining whether the identified network device is included on an outage list, and further wherein the job ticket creating is not completed when the identified network device is determined to be included on the outage list.

7. (original) The method of claim 1, further including providing a display on a user interface of a portion of the subset of error data from the error alert processing and status of the job ticket creating.

Serial No. 09/880,740  
Reply to Office Action of March 10, 2005

8. (original) The method of claim 7, wherein when the error alert was generated due to a fault in one of the communication pathways, at least periodically checking the communication pathway that caused the generation of the error alert for faults, and wherein results of the checking are included in the display on the user interface.

9-23. (canceled)